



Houston County Sheriff's Office Communications Division

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Community Education Quarterly Report

This Community Education Quarterly Report is for the 4th quarter of 2020. The Training/Accreditation Manager completes a quarterly report on Community Education's objectives, problems, and successes. This report will also have information received from citizens about our events, as well as, input from agency representatives on training needs.

Community Education Objectives:

Houston County Emergency Services established the following Community Education objectives for 2020:

- HCES Community Education Employees will participate in the Warner Robins Citizen Police Academy sessions, Robins Leadership Tours and Houston County Career College Tours.
- On-Duty personnel will assist with tours of the Center by School aged children, scout programs or other community organizations.
- The staff will work with Training/Accreditation Manager to publicize events and successes of the center on social media platforms.
- Personnel will actively seek out organizations to educate them about 911.

Community Education Problems:

Potential problems the Community Education Team encounters is; lack of knowledge the community has pertaining to the fact that our agency has the capability to communicate with limited English proficiency speaking individuals, the ability to communicate with hearing impaired individuals, the RUOK program, and CareTrak Program. In March, we were made aware of COVID-19 and the potential issues with speaking in the community. We decided to cancel all other events for the remainder of March thru the end of the year, until covid let up. We plan to re-evaluate once the virus slows down.

Community Education Successes:

Our RUOK program continues to be a success. We have had a few people ask to be removed and a few more be added to the program. Due to COVID-19 giving us some problems in getting into the public, we decided to start a YouTube channel and post videos of us reading books for children to help them with their Accelerated reader program for school. We post them on the Houston County Sheriffs Office FB page.

The Community Education Team has been on the following events for the last quarter:

Date	Organization	CE Team Member assigned
10/22/2020	Houston County Tech	Amanda Shell and Landra Betancourt
10/22/2020	Houston County Tech	Landra Betancourt
12/04/2020	Warner Robins Fire Dept	Veronica Edens

Community Education Team Members

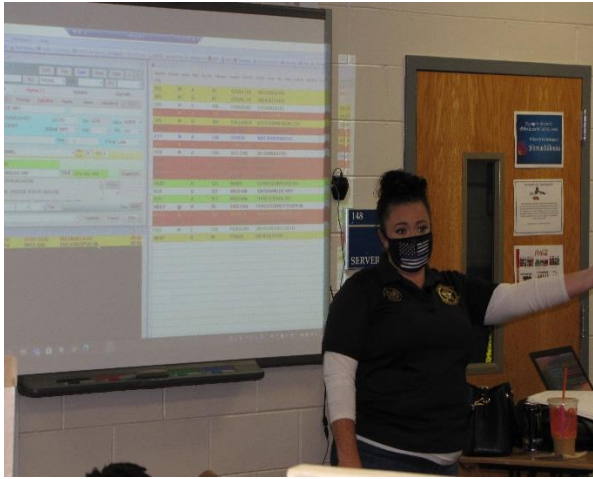
Name	Tours Completed
Valarie Balli	1
Landra Betancourt	7
Sheena Cannon	2
Veronica Edens	8
Betsy Fitts	0
Leigh Fletcher	2
Andrea Hammonds	3
Sheila Hayes	0
Kate-Lynn Hosier	3
Jennifer Little	1
Tracie Lord	2
Rebecca Marcy	0
Janelle Matthews	1
Micah McCoy	1
Katie Monaghan	7
Brooke Rhodes	0
Amanda Shell	2
Keyondra Smith	1
Tara Stephens	0

Input from Citizens/Agency Representatives:

After tours are complete, we are sending a survey to the Citizen and/or Agency Representatives to give us input on how the tour went, likes / dislikes and improvements. Usually we get these, but due to cancelling events, we do not have any results at this time. This area will be left blank.

1. What did you like about the tour?
"They provided excellent information that is very useful in determining career choices for my student."
2. What did you dislike about the 911 tour?
"Not enough time"
3. Is there something you would have liked to see more of?
"Share more 911 calls with students"
4. How do you feel our 911 representative handled the tour?
"Excellent representation of your Department. They were very professional and knowledgeable of their jobs and Houston County"
5. Are there any improvements you feel we should implement in the future?
"Nope, Great job!"

We did have an overwhelming positive response to reading for the children on Facebook. 13WMAZ did a story on our agency and Central Square did an article on our reading program.





Effective Date: 01/04/2021

Next Quarterly Review Date: 01/01/2021

Prepared by: Veronica Edens

Training/Accreditation Manager

Veronica Edens